

SERVICES AT A GLANCE

Exclusive & Official Contractors

Toronto Congress Centre (TCC) recommends the use of all appointed official suppliers. The Licensee may use their own suppliers where not otherwise appointed by the TCC on an exclusive basis.

Exclusive Services

Dock Management	Lange Transportation	Pauline Nguyen Lange Account Representative	(905) 362-1290
Propane Tanks			
Electrical/Mechanical	SHOWTECH Power & Lighting	Brad Hellas	(416) 244-4899
Checkroom	TCC	Event Logistics Manager	(416) 245-5000
Food and Beverage			
Housekeeping			
Parking			
Internet	AVW TelAV	Brian D'Souza	(416) 240-7838

T Checkroom

Coat checking services are an exclusive service provided by **TCC** on a cash or host basis. For rates please contact your Event Logistics Manager (416) 245-5000.

T Dock Management

A dock manager will be supplied by **TCC** (through Lange Transportation) at the Licensee's expense to facilitate the move in/out of the event. The dock manager carries complete authority over the operation of the docking facilities and dock area. The establishing of dock schedules remains the responsibility of show management. For further information call the Lange Account Representative at (905) 362-1290 or 1-800-668-5687.

T Electrical/Mechanical

Showtech Power and Lighting is the exclusive supplier for electrical, display, feature, lighting, air, gas, and plumbing. The hanging of signage or show materials must be handled through Showtech. For further information on rates and services please call the Showtech representative at (416) 244-4899.

T Food/Beverage

All food and beverage items are supplied exclusively by **TCC**. No other food and beverage items from other suppliers/vendors will be allowed into the facility without the written consent of TCC management. For food and beverage arrangements contact your Event Logistics Manager at (416) 245-5000.

T Housekeeping

Housekeeping services are provided exclusively by **TCC**. The Licensee is responsible for the cost of cleaning all aisles, removal of bulk trash, packing material, boxes and pallets from the show floor. Individual booth cleaning can be contracted directly with the exhibitors or total booth cleaning can be contracted at reduced rates for show management. Costs for garbage removal will be determined by quantity and weight. An estimate is provided prior to the show with final adjustment following completion of the show. For rates please contact your Event Logistics Manager at (416) 245-5000.

T Parking

Parking is free of charge. **TCC** will supply, at the Licensee's expense, parking attendants to direct traffic and maximize lot capacities. For further information please contact your Event Logistics Manager at (416) 245-5000.

Propane

Lange Transportation is the exclusive supplier of all propane used at the TCC. This ensures safety and compliance on site. All service contractors, show managers, exhibitors, etc., must arrange their propane through Lange Transportation. For further information call the Lange Account Representative at (905) 362-1290 or 1-800-668-5687.

Official Services

Audio Visual	Tel Av Audio Visual Services 124 The East Mall Toronto, Ontario M8V 5V5	www.avwtelav.com dsouza@avwtelav.com	Tel: (416) 240-7838 Fax: (416) 234-1974
Communications	Bell Canada 2 Fieldway Road, Floor 2 Etobicoke, Ontario		Tel: (800) 414-8424 Fax: (800) 858-1230
Customs Broker	Mendelssohn 69 Yonge Street, Suite 400 Toronto, Ontario M5E 1K3	brokers@mend.com	Tel: (416) 863-9339 Fax: (416) 863-5149
Materials Handling/ Drayage	Lange Transportation & Storage Ltd. 3965 Nashua Drive Mississauga, Ontario L4V 1P3	paulinen@langshow.com	Tel: (905) 362-1290 Fax: (905) 362-1285
Transportation/Trucking	Lange Transportation & Storage Ltd.	paulinen@langshow.com	Tel: (905) 362-1290 Fax: (905) 362-1285
Advance Show/Post Show Warehousing	Lange Transportation	paulinen@langshow.com	Tel: (905) 362-1290 Fax: (905) 362-1285
Dollies	Lange Transportation	paulinen@langshow.com	Tel: (905) 362-1290 Fax: (905) 362-1285
Security	Toronto Congress Centre		Tel: (416) 245-5000

Audio Visual

Tel Av Audio Visual Services is the official supplier of audio visual equipment services, simultaneous interpretation, press conferences, multi-image staging, multi-microphone, video recording, multi-media display, staging, set design and construction, projection, teleprompting and much more. For more information please contact the on-site representative at (416) 240-7838.

Advance Show/Post Show Warehousing

Lange Transportation is the official for on-site advance show/post show warehousing at the TCC. Exhibitors and show managers can send shipments direct to show site at the TCC up to 21 days prior to the events scheduled move-in.

At the end of the event, materials can be left behind for carrier to pick-up, up to 21 days after the show/event has moved out. See the Advance Receiving/Post Event Storage Order Forms or contact the Lange Account Representative at (905) 362-1290 or 1-800-668-5687 for pricing details.

Communications

Multi-line sets, fax lines, data lines, hands free units, conference units, cellular phone and other special requests are available through **Bell Canada** at (800) 414-8424. For show office connection please contact your Event Logistics Manager at (416) 245-5000.

Customs Broker

Mendelssohn Customs and Transportation Services is the official customs brokerage firm for TCC. We recommend a customs broker for all material being shipped to Canada, including exhibitor goods and convention materials. Arrangments can be made to declare the show floor a bonded area for clearance of goods on site. Mendelssohn offers 30 days free warehousing prior to your event when shipped with Mendelssohn Freight Services for more information call (416) 863-9339.

Materials Handling/Drayage

Lange Transportation is the official material handling contractor for the TCC. Their services include all necessary labour, equipment (forklifts, pallet jacks, etc.), and supervisors to ensure a smooth professional move-in and move-out service. For further information call the Lange Account Representative at (905) 362-1290 or 1-800-668-5687.

Non-marking, rubber bumper dollies are available for rent through Lange to assist in reducing wall damages that occur during the move-in and move-out of events. Please see the Equipment Rental Order Form or contact the Lange Account Representative at (905) 362-1290 or 1-800-668-5687 to order in advance.

Security

Toronto Congress Centre maintains 24 hour security for the building perimeter areas and internal patrols. The Licensee is responsible for complete security within the exhibit area, meeting rooms and other areas used by the Licensee. In addition, at the Licensee's expense, a minimum security requirement is mandatory and will be determined by TCC Events Management. For further information and rates please call your Event Logistics Manager at (416) 245-5000.

Transportation/Trucking

Lange Transportation provides transportation of display material and product for show management, exhibitors or suppliers. Lange Transportation handles crated and skidded goods as well as delicate/sensitive material which require air-ride blanket wrap transportation. Lange Transportation will pick-up materials locally, across Canada or in the United States (Lange is an agent for Mayflower Transit U.S.). For further information contact the Lange Account Representative at (905) 362-1290 or 1-800-668-5687 (outside Toronto).

Hotels

There are over 12,000 hotel bedrooms within walking distance or a five minute shuttle bus ride. Toronto Congress Centre has a number of Select Hotel partners who offer specialised rates and services for clients of the Toronto Congress Centre. Your Sales Manager or Event Logistics Manager will provide you with current information on nearby hotel rates and availability.

Guidelines

Insurance is the responsibility of the Licensee. Non-official suppliers must provide evidence of public liability and property damage insurance for at least \$5,000,000.00 issued by an insurance company licensed to transact business in North America and in a form acceptable to TCC, naming ***Congress Cetres Inc. and Related Companies*** as the Additional Insured.

T Show Management - Appointed Contractor, rules & Regulations

Show Management using outside services from other than TCC official contractors, including any installation and dismantling company, sound and lighting firm, production or promotion company, florist or any person or company providing direct services, must notify TCC in writing and conform to the TCC Contractor Rules & Regulations.

T Unions

These services shall not conflict or violate existing labour regulations, agreements or contracts. Such contractors shall adhere to the regulations established by TCC regarding entrance to and exit from the exhibit halls.

T Liability Insurance

The contractor shall possess a public liability insurance policy for at least \$5,000,000.00 combined single-limit bodily injury and broad-form property damage coverage, including broad-form contractual liability coverage, covering the dates of the occupancy (including set-up and tear-down) . The contractor shall be a signatory and shall conform with current and acceptable labour contracts. All policies must designate ***Congress Cetres Inc. and Related Companies*** as the Additional Insured.

Copies of such endorsements must be sent by the insurance carrier to TCC in order for a contractor to operate in the hall.

T Damages

If the contractor fails to conform to TCC regulations and requirements and there is damage to the facility or exhibit areas that is caused by the contractor, they will take full responsibility of fixing the damaged property at the Contractor's expense. More specifically;

- a. The contractor is responsible for adherence to all Display Regulations and TCC regulations in a timely, professional manner and shall complete the assigned service within the prescribed occupancy period of the show contracted.
- b. The contractor shall cooperate fully with the official service contractor, specifically the contractor must refrain from placing undue burden on the official contractor that may interfere with the efficient utilization of labour by the official contractor.
- c. Prior to starting work, the appointed contractor shall apply for badges for all management personnel and any labour hired by the contractor. The appointed contractor must ensure to provide badges to all of its workers before entry to the building. All contractors must use the security entrance at Door 4 and follow all procedures outlined in the TCC Rules and Regulations for Appointed Contractors & Event Suppliers.